

DUTY STATEMENT

CTC-HR 101 (REV 06/18)

		RPA #	EFFECTIVE DATE:
EMPLOYEE'S NAME		POSITION NUMBER (Agency - Unit - Class - Serial) 192-403-4800-004	
DIVISION/UNIT Office of Human Resources		CLASS TITLE/WORKING TITLE Staff Services Manager I	
You are a valued member of the Commission on Teacher Credentialing (CTC). You are expected to work cooperatively with all employees, our customers and members of the public to enable the CTC to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your commitment to treat others fairly, honestly, respectfully and professionally is critical to the success of the CTC's Mission.			
BRIEFLY (1-3 sentences) DESCRIBE THE POSITION'S PRIMARY ROLE AND PURPOSE. PLEASE INCLUDE THE POSITION'S REPORTING RELATIONSHIP AND LEVEL OF INDEPENDENCE.			
Under general supervision of the Administrative Services Director, Office of Human Resources, the Staff Services Manager I perform the following:			
Percentage of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.		
30%	<p><u>ESSENTIAL FUNCTIONS</u></p> <p>As a working manager, plan, organize and evaluate the work of the Human Resources (HR) staff performing personnel, benefit, payroll, position control work, reasonable accommodations, and all functions related to medical leaves. Monitor workflow to ensure critical deadlines are met. Ensure subordinate staff have the necessary tools and resources to process all personnel transactions, forms, and other relevant documents effectively and efficiently. Provide control agency personnel updates to staff.</p> <p>Recruit, train, evaluate performance and provide guidance to assigned staff. Assess training and development needs and ensure requirements are met through on the job training and control agencies training. Coordinate and/or conduct regular information-sharing meetings and on-the-job training. Safeguard all confidential personnel information.</p> <p>Review documents submitted to and received from control agencies to ensure accuracy, compliance, and determine if additional action is necessary. Maintain knowledge of and provide direction regarding rules, regulations, departmental policies and procedures, and bargaining unit contracts related to personnel management. Provide training, technical assistance, and oversight to ensure compliance. Oversee the Accounts Receivable process to ensure proper and timely notification, record maintenance and collection.</p> <p>Participate in Executive meetings, Administrative Supervisor meetings and Transactions Supervisors Forum. Represent Human Resources management on sensitive and complex issues relating to payroll, benefits, personnel management, and return to work.</p> <p>Serve as the subject matter expert regarding personnel management, laws, rules and regulations, control agency directives and Commission policies and procedures. Research, analyze and process personnel, payroll, retirement, leave accounting, benefits, and disability transactions. Serve as liaison between Commission and control agencies.</p>		
25%	<p>As a working manager, plan, organize, and evaluate the work of Staff Services Analysts and Associate Personnel Analysts, to ensure compliance with merit principles, selection and allocation standards, and conformance to control agency laws, rules and guidelines. Review work to ensure correctness and compliance related to Classification and Pay, Examinations/Selection, Performance Management, and Labor Relations. Provide training and guidance to staff.</p> <p>Provide consultation to managers and supervisors on policies and issues relating to Performance Management, Personnel Investigations, and Labor Relation issues. Perform the most sensitive and complex personnel matters which will require research, negotiation, and human resources expertise. Facilitate clear and open communication with all customers to ensure their needs are met. Advise the</p>		

DUTY STATEMENT

CTC-HR 101 (REV 06/18)

25%	<p>Director of Administrative Services of current activities and trends that may have an impact on Commission Personnel Operations. Maintain strict confidentiality when dealing with sensitive personnel matters.</p> <p>Provide advice to managers and supervisors as it relates to personnel management. Prepare monthly, quarterly, and annual reports. Audit exception reports from control agencies and ensure appropriate corrective action is taken. Develop and prepare ad-hoc reports using a variety of data sources including Management Retrieval Information System (MIRS), View Direct and California Public Employees Retirement System (CalPERS) Employer Reports. Serve as the Commission Health Benefits Officer, SCO training coordinator, and Security Administrator. Oversee the Affordable Care Act (ACA) employer process ensuring processes and practices align with provisions of the ACA.</p> <p>Review, develop, and implement manuals and other job aides for use by the staff to ensure consistency and compliance with control agencies. Research laws, rules and regulations and prepare correspondences to stakeholders as appropriate. Research sensitive personnel issues; prepare reports and correspondence for management and executive office signature. Recommend and implement process improvements.</p> <p>Assist with the development and formulation of departmental policies and procedure memos. Direct staff in the development of recommendations for departmental personnel and payroll policies. Supervise and oversee the development and formulation of written personnel procedures for the implementation of operational policies; implementation of new departmental and statewide requirements; and revises current personnel policies and procedures to meet the changing needs and directions of the Commission and control agencies. Advise department managers on appropriate personnel/payroll laws, rules, policies, and procedures.</p>
15%	<p>Participate in developing Human Resources strategies to foster positive employee/employer relations. Identify appropriate long-range plans and goals to address succession planning and knowledge transfer for the Commission. Update manuals, respond to audits, and perform special projects as needed.</p> <p>Review and approve staff timesheets and requests for time-off. Evaluate job performance, prepare and provide timely probation reports and performance evaluations. Conduct weekly staff and one on one meetings.</p>
5%	<p><u>MARGINAL FUNCTIONS</u> Performs other duties as required.</p>

KNOWLEDGE AND ABILITIES

Knowledge of: Principles, practices, and trends of personnel management; support staff services; personnel, management analysis, planning, program evaluation, or related areas; principles and practices analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's mission, goals and policies; governmental functions and organization at the State and local level; department's Affirmative Action Program and Diversity objectives; and a manager's role to meet those objectives for the Commission.

Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; establish and maintain project priorities; develop and effectively utilize all available resources to effectively contribute to the Commission's mission.

DUTY STATEMENT

CTC-HR 101 (REV 06/18)

Skill to: Applying principles and practices of personnel management.

INTERPERSONAL SKILLS

DESIRABLE QUALIFICATIONS

- Strong technical knowledge and experience with Payroll and Transactions Services
- Experience supervising Transactions Services staff responsible for processing employee benefits, payroll, timekeeping, and position control
- Commitment to performing duties in a service-oriented manner.
- Verbal and Written communication proficiency
- Knowledge and experience with Performance Management techniques.
- Experience working with Control Agencies.
- Knowledge and experience with Classification and Pay.
- Knowledge and experience with the Disability Act
- Experience interpreting civil service laws, rules, bargaining unit contracts, departmental policy, and past practices.
- Good work habits and adherence to all policies and procedure

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES

Work Environment: Requires prolonged sitting, use of telephone and terminals, frequent contact with employees and some public contact. Requires mobility to various areas of the CTC and work business hours of 8:00 a.m. to 5:00 p.m.

Physical Ability: Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.

Some of the requirements above may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

PERSONAL CONTACTS

Has daily contact with Commission management and staff. May contact various vendors during daily business.

LEVEL OF RESPONSIBILITY – ACTIONS AND CONSEQUENCES

Failure to use good judgment in handling sensitive and confidential information could result in sensitive information being released to unauthorized persons and/or incorrect information used to make personnel management decisions.

MANAGER/SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

MANAGER/SUPERVISOR'S NAME (Print)	MANAGER/SUPERVISOR'S SIGNATURE	DATE
-----------------------------------	--------------------------------	------

EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
-------------------------	----------------------	------